DYNTEK SERVICES, INC.

SECURE DATA DESTRUCTION AND SURPLUS

VA-040917-DYNT

SDDS REGISTRATION INSTRUCTIONS

VERSION 1.0

https://www.covsdds.com

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- Introduction to Secure Data Destruction and Surplus -

DynTek Services, Inc. (DynTek) is proud to have been awarded the Secure Data Destruction and Surplus (SDDS) contract, VA-040917-DYNT by Virginia Information Technologies Agency (VITA) in October 2004. DynTek has been working diligently to create a system that will allow qualified organizations use of the SDDS system to surplus all qualified technology devices within the Commonwealth of Virginia. DynTek designed an SDDS online system with the strategy of creating a long-term surplus application that is available to all users of the SDDS contract at no additional cost. Highlights of the SDDS system are as follows:

- Internet based.
- Secure 128 Bit SSL encrypted site to protect your information.
- Username and Password protected.
- Tiered user authorization for surplus registration and surplus approval.
- Can manage single locations or multiple locations at the same time.
- Dynamic costing model to allow forecasting of SDDS costs.
- Complete tracking capability down to a single unit from initial equipment registration to the final destination of resale, donation or destruction.
- Allows for online creation and archiving of data and unit destruction certifications that comply with electronic signature and VITA ITRM security documentation requirements.
- Reports revenue returns to the Commonwealth from resale.
- Allows for the import and export of data to and from other asset tracking systems.

Note: Use of the SDDS system is mandatory to use the SDDS contract. DynTek must provide a universal surplus tracking system to the Commonwealth. Use of this system is the only means to cover this commitment.

- How the SDDS program works -

Anyone would think that the surplus of a computer or other technology device is fairly simple. But the potential data security and ecology damage that a computer can yield is enormous. For this reason, VITA has assigned responsibility of technology surplus to DynTek. Assignment of this responsibility to a 3rd party vendor allows an organization to focus on the forward momentum of its operation and not worry about items that were displaced from use. The responsibility of securing SDDS items falls to DynTek and the accountability of meeting the security and ecological requirements the Commonwealth demands will be the sole responsibility of DynTek and no longer that of the organization that uses the SDDS program.

The SDDS Lifecycle (Grey rows highlight what is covered in this document.)

Phase	Milestone	Description	Responsible Organization	Outcome
1	SDDS Registration	Organization applies to use SDDS	Dept. Gen. Svcs. (DGS). Requesting organization. DynTek.	Use of SDDS authorized or denied by DGS.
2	Organization Registration	Organization creates a list of locations where surplus equipment exists as well as a list of users authorized to surplus equipment in those locations.	Requesting Organization	Organization is ready to begin surplus.
3	Equipment Registration	Authorized users in local offices begin the process of registering items identified for surplus.	Requesting Organization	Unique "Batch" profile is created for administrative review. Equipment list is entered into SDDS
4	Batch Audit	Organizations Agency Administrator reviews requested surplus equipment batch and modifies, approves or denies. SDDS Cost is listed at this time.	Requesting Organization	Batch is modified to management approval. Quote generated and PO issued to DynTek
5	Collection	DynTek coordinates with client to arrange collection based on the final batch list	Requesting Organization. DynTek.	Collection schedule reviewed and approved. Items removed from locations.
6	Validation	DynTek validates SDDS information of items that are registered and modifies any discrepancies. Organization can review any changes.	DynTek	Items moved to evaluation.
7	Evaluation	Items are evaluated according to their registered information and physical review.	DynTek	Items will be resold, donated or destroyed. This is based on the item meeting or failing the evaluation criteria.
8	Sanitization	Data and any other markers identifying the organization are removed.	DynTek	Item is ready for redistribution or destruction. Item is certified as ready for reuse or is certified as destroyed.
9	Destination	Item is sold, donated or destroyed. Final report is available to organization.	Organization DynTek	Billing
10	Administration	Resale revenue is returned to DGS/Organization Organization is billed for batch processing costs.	DGS, Organization, DynTek	Activity Closure

- Contract Details -

Contract Number:	VA-040917-DYNT
Issuing Authority:	Virginia Information Technologies Agency
Type of use:	Optional
Contract Term:	3 Years with 3 optional 1 year extensions
eVA Supplier Details:	DynTek Services,Inc. 501E Franklin St Suite 518 Richmond, VA 23219 United States Phone:+1 (804) 521-4163 Fax:+1 (804) 521-4232 Email: andrew.miller@dyntek.com

- Contract Contacts -

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- Getting started with SDDS -

https://www.covsdds.com

You are about to begin phase 1 and 2 of the SDDS process as defined in table 1 on page 4 in this document. If you have not looked at the table, please do so now and familiarize yourself with the areas that you and your organization are responsible for. This document focuses on how to successfully register your organization into the SDDS system. Please refer to the other documents on the SDDS web-site for other activities. Each section in this document will have a phase number, a percentage of completion and identification of responsibility. This will show you where in the process you are and how close you are to completing the SDDS process for your organization.

Example: **1**   this means you are now at phase 1

Example: **1 10%** this means you have completed 10% of phase 1.

Example: **AA**   Agency Administrator responsibility

Example: **RA**   Region Administrator responsibility

Example: **M**   Surplus Equipment Member responsibility

System Requirements

The SDDS system has been designed and tested on the following software platforms and conforms to VITA minimum performance specifications.

Microsoft© Windows 98 SR2
Microsoft© Windows 2000
Microsoft© Windows XP Professional

Microsoft© Internet Explorer 5 or higher

1 10% AA RA M - **Planning your SDDS strategy -**

To take full advantage of the SDDS system, an organization should plan their surplus strategy before commencement. DynTek recommends the following checklist be reviewed as well as any additional internal planning before beginning registration.

Checklist

Type of Review	Action Item	Description	Next Steps	Questions?
Equipment Compliance	Review Contract	http://www.vita.virginia.gov/procurement/contractDetail.cfm?contract_id=1000477	If equipment to be surplused is in-scope move ahead. If not, contact DGS to make other arrangements.	VITA, DGS
Identify locations	Internal Review	Organization pre-defines which locations will surplus.	Create a location list for the future SDDS administrator.	DynTek
Identify users	Internal Review	Organization assigns administration responsibility of SDDS to one person. Region administrators and Members also identified.	Create Member list	DynTek
Registration information	Internal Review	To register with SDDS. The organization will need to provide DGS with agency code, fund detail and revenue source codes.	Contact internal accounting for this information. Inaccurate information will cause rejection into the SDDS system.	DGS
Budget	Procurement	Understand the cost structure of this contract.	Review the contract	DynTek
Meeting	Contact Stakeholders	Resolve any concerns and/or questions with VITA, DGS or DynTek directly before commencing SDDS	Arrange meeting	VITA, DGS, DynTek as needed

Once you and your organization are comfortable with moving forward with SDDS, begin the registration process.

- Open the Internet Explorer Internet Browser and go to the Internet address:

  https://www.covsdds.com

  Tip Make sure there is an "S" after the http. This makes sure that you are using encryption and that access to the SDDS system is secure.

Look for a padlock icon in the bottom right of your
Internet browser to confirm your secure connection

① 20% AA - **The SDDS homepage -**

The DynTek SDDS system is always accessed from this point. After you have successfully registered, you and other users will continue to come to this homepage. However, once you have logged into the system with your unique username and password, specifics to your organization will be displayed.

SDDS System Home Page

Step 1
Click the link "Request an SDDS Account" to begin. Make sure you have the following information:
- Agency Code
- Fund Detail
- Revenue Source

Without this information you cannot continue. Contact DGS if you need assistance.

Tip

Up to the point that you receive approval from DGS to use the SDDS system, you do not need a username or password.

- Requesting Delegation of Authority (DOA) from DGS to surplus -

For this training manual we will begin registering and requesting authority to surplus with the following information:

Agency Name	Department of Test	State	VA
Agency Code	123	Zip Code	23219
Contact Name	John Doe	Contact Email	John.doe@test.virginia.gov
Contact Phone	804-123-1234	Agency	123
Address	123 Smith Street	Fund Detail	1234
City	Richmond	Revenue Source	99999

Organizations request for Computer Delegation through DGS page

To successfully complete registration, you must provide accurate information in every field.

Once you have completed the request, click "Submit" in the top left corner. Your application has now been sent to DGS for review. You will receive an Email from DGS letting you know if your application has been approved or denied.

IMPORTANT. The application to use the SDDS system must be completed by the assigned SDDS Agency Administrator. When the request is approved by DGS, the information provided to the system by your application is used to create the 1st administrator user account automatically.

Tip   The address given at registration must be the same as the billing address of the purchase order.
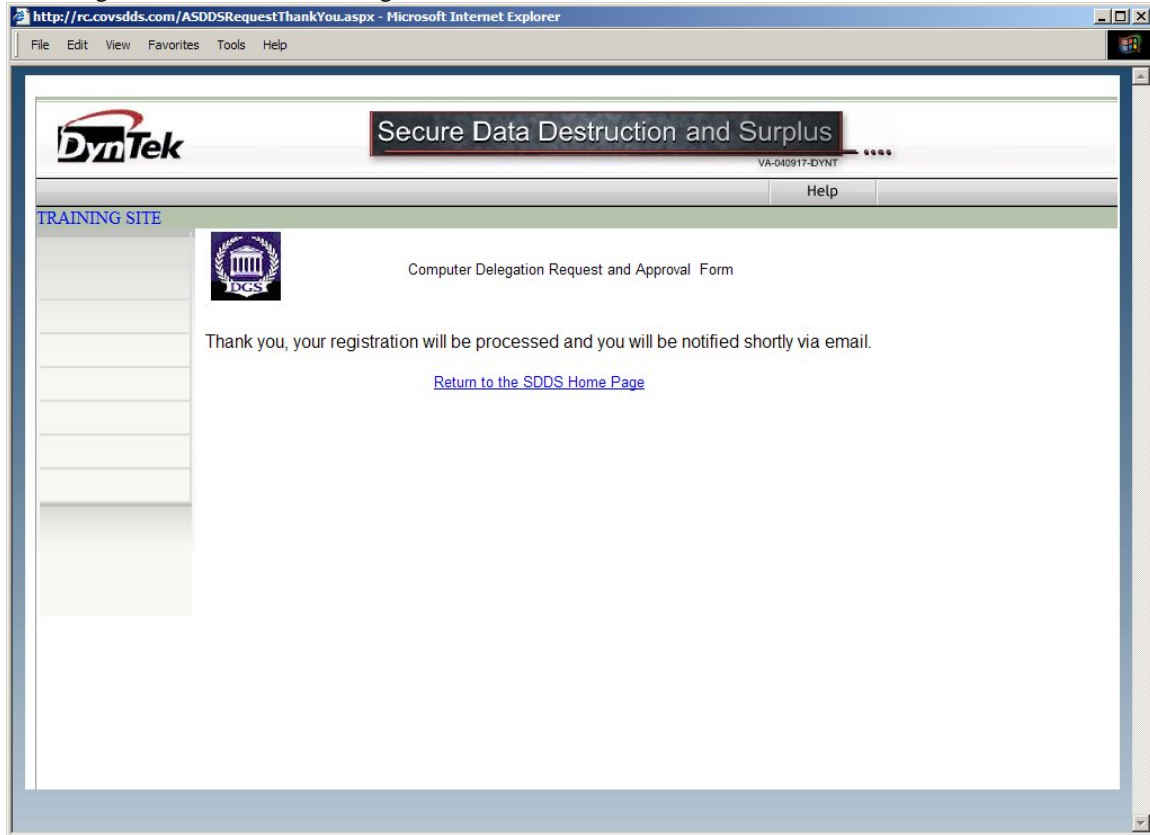
1 40% AA **- Confirmation that your request was sent-**

DGS Registration Confirmation Page

1 50% AA **- Email you receive that DGS has approved your request -**

SDDS Delegation Application Approved
RC@covsdds.com [RC@covsdds.com]
To:
Cc:

Application for Agency Delegation

John Doe

Your application for computer delegation has been Approved.

Your login credentials will be sent to you shortly via email. If you have any questions, contact Andrew Miller by Phone: (804) 521-4163 by Email: andrew.miller@dyntek.com.

Tip Some new Email systems may see the Email sent to you as Junk Email. If you do not receive an email, check the "Junk Email" folder.

1 **50%** **AA**   **- Email you receive that DGS has denied your request -**

SDDS Delegation Application Rejected
RC@covsdds.com [RC@covsdds.com]
To:
Cc:

Application for Agency Delegation

John Doe

Your application for computer delegation has been Rejected.

Please contact Department of General Services at 804-236-3662 to update your information or reapply by requesting a new delegation of authority with the correct agency codes..

If your application to use SDDS is denied, contact DGS directly for help. Refer again to section: **1** **30%** to review information required for a successful application. Rejected applications are deleted from the system. Once you have the correct information required to begin SDDS, reapply for an SDDS account, click the link "Request an SDDS account" on the SDDS homepage again.

1 **60%** **AA**   **- Email you receive with your 1st username and password (After DGS approval) -**

SDDS User Account Created
RC@covsdds.com [RC@covsdds.com]
To:
Cc:

SDDS Application Account Information

John Doe

An SDDS Account has been created for you.

Your username is JohnDoeWCB and password is WLIXNW

IMPORTANT
This username and password will govern how you work on SDDS. This user account administers the rest of your organizations SDDS operation and should only be used by someone authorized to make decisions regarding an organizations surplus. Treat this user account the same way you would treat any administrator account within your organization.

- Login to SDDS for the first time -

SDDS Homepage
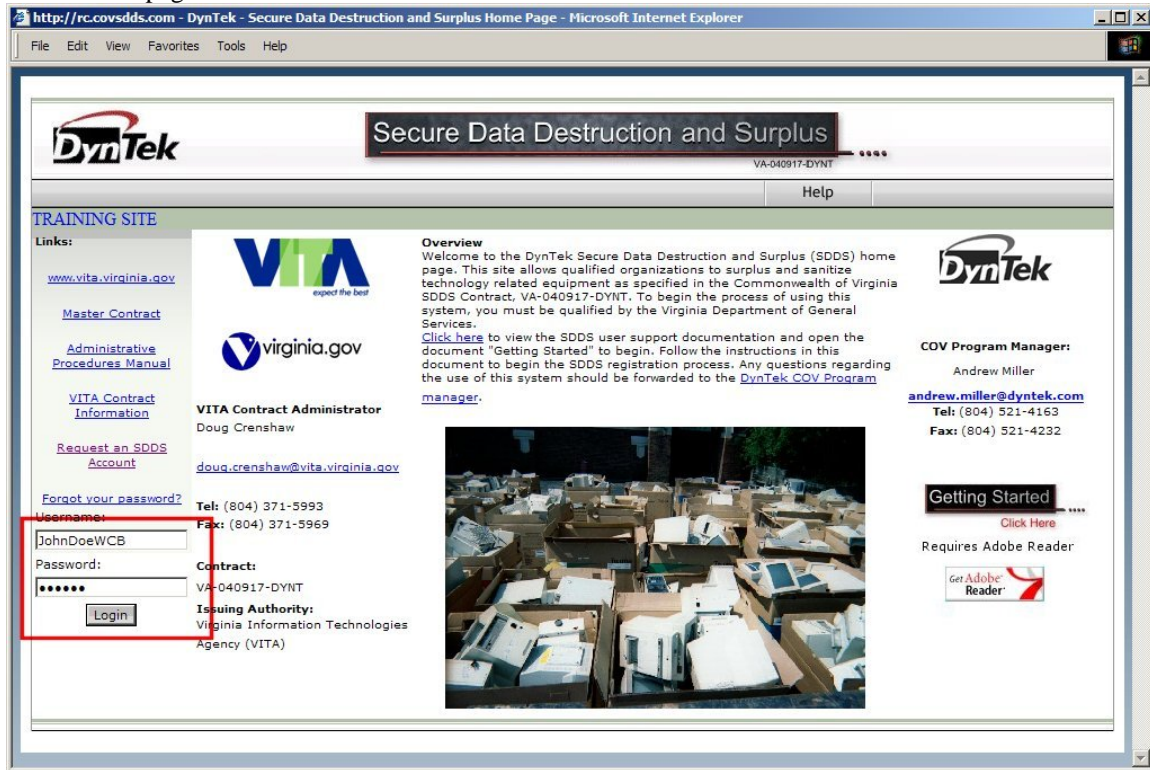
> From the email you receive that gives you your administrator username and password, open your Internet Explorer and go to https://www.covsdds.com Enter the username and password. Click the "Login" button when finished.

Tip   Add the SDDS web site to your favorites by using the Ctrl and D keys together when you are at the SDDS homepage. Then go to the favorites menu at the top of the Internet Explorer and choose "DynTek – Secure Data Destruction and Surplus Homepage" in the future. This will bring you automatically to the SDDS homepage. You will still have to enter your username and password.
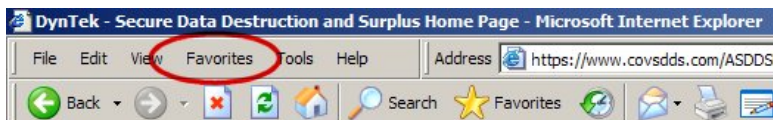
1 **80%** **AA** **- SDDS Administration -**

Batch Summary Page
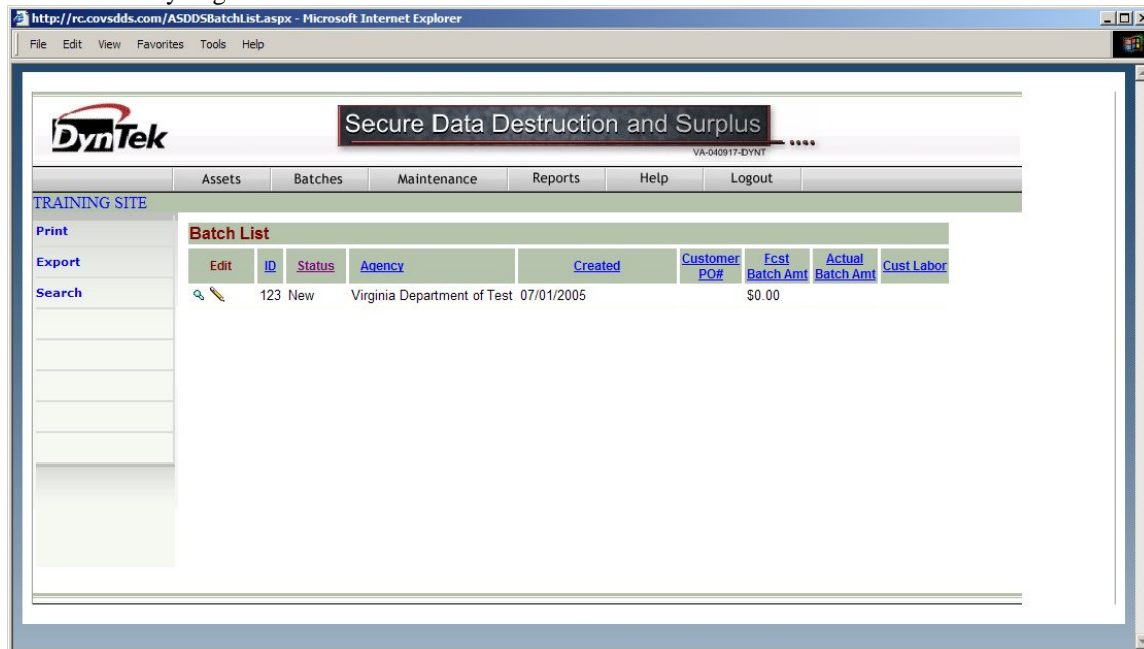
Congratulations. You have entered the SDDS system. After you successfully login, you are presented with the default administration page. Additionally, your first "batch" is created for you. The batch will be empty but it will be used to register equipment later. In this case the batch ID is 102. We will go into batch management later.

The following table briefly explains each menu item displayed.

Item	Description	Function	Access Level
Print	Prints page Information	To allow batch creation reviews	AA RA M
Export	Exports batch summary to Excel	Allows local archiving of information	AA RA
Search	Search for specific batches or devices	To look at batch and device details	AA RA M
Assets	Register or review surplus equipment	Register, Review, Search, Print, Export	AA RA M
Batches	Return to default batch summary page	Lists all batches	AA RA
Maintenance	SDDS Administration	Creates users and facilities – Changes Passwords	AA RA M
Reports	SDDS Report Area	Creates reports on SDDS activity	AA
Help	Help	SDDS Help Documentation	AA RA M
Logout	Logout	Ends login and returns to SDDS Homepage	AA RA M

Become familiar with each link on this page and when done, return to the default page by clicking the "Batches" button.

Phase Complete !

2 10% AA   **- Facility and Member Registration -**

Now that you have access to the SDDS system, you must make the system understand how your organization is setup. The SDDS system works on three main principles:

- Locations
- SDDS users
- Batches

- Locations -

DynTek collects thousands of units a month for surplus. To be able to complete collections efficiently, schedules are created that reflect the accurate location of equipment that is ready for surplus. When you configure SDDS for your use, you are required to register any location that will use the system. You may have 1 location or 100. Each location must be registered. When you register equipment, you will have the ability to describe where, in that location, e.g. "In Room 100", the equipment is located.

- SDDS System Users -

Some organizations will have a few items to surplus others will have thousands. The responsibility of managing and completing a surplus project may fall to one person or many people. For this reason, you can have multiple people registered in SDDS to enter equipment into surplus and to manage the surplus activities for a geographical region. However, there will only be one main administrator who will approve, deny or modify, any items requested for surplus as well as creating Facilities, Region Administrators and/or Members

Member Type	Role Description
Agency Administrator (AA)	First user account created. Has complete control of the SDDS system for their organization.
Region Administrator (RA)	Created to manage regions where field offices may be located. Can add/modify or delete users for their location/region.
Member (M)	Will register equipment for surplus. Either the Administrator or Region Administrator creates members.

Tip   It is recommended in larger organizations that the AA only create RA's. The RA can then identify within their facility or region, who will be responsible for surplus equipment registration. The RA can then create and manage their region members.

- Batches -

Surplus equipment batches are the center of tracking and control for SDDS. A batch can consist of one unit or thousands of units. The batch can cover multiple locations with equipment entered by multiple users. DynTek sees each batch as an individual project and is accountable for 100% of the units within each batch that is approved by you. However, as long as the batch is open and unapproved, there is no interaction by DynTek to collect or process the equipment. Only when the AA closes the batch by approving and issuing a purchase order that reflects the list of equipment and costs contained in the batch does DynTek begin the process of collection. DynTek will not collect any equipment that is not contained in a batch list. However, if multiple batches are approved to the same location, DynTek will collect the equipment for each batch at once if logistically feasible.

Batch process

Empty Batch

ID123

This is a batch that is created when your account is approved and is also automatically created after a previous batch is closed.

100 Computers
100 Printers
50 Monitors

Members enter into the batch, surplus equipment at their location(s).

98 Computers
95 Printers
50 Monitors

Agency Administrator audits requested surplus equipment and modifies as needed. Once the Agency Administrator approves the batch with associated costs, the Batch is closed and cannot be modified.

Empty Batch

ID124

A new batch is then created by the system and is ready to accept new surplus equipment. Batch 123 is now ready for collection. All items in batch 123 will be tracked and accounted for until they are destroyed, resold or donated by DynTek.

Before you can begin registering devices, your first action item for your organization is to create a list of your organizations facilities. The definition of a facility is:

- A Headquarters
- A Regional Facility
- A Regional Office not within a Regional Facility

A facility is **NOT**

- An office of a parent Regional Facility
- A department
- A warehouse that is part of a facility.
- A home office
- Location of any other unit that is a sub-unit to a parent location

Contact DynTek before you create facilities if you require assistance.

Once you have logged in to SDDS, click the "Maintenance" button.
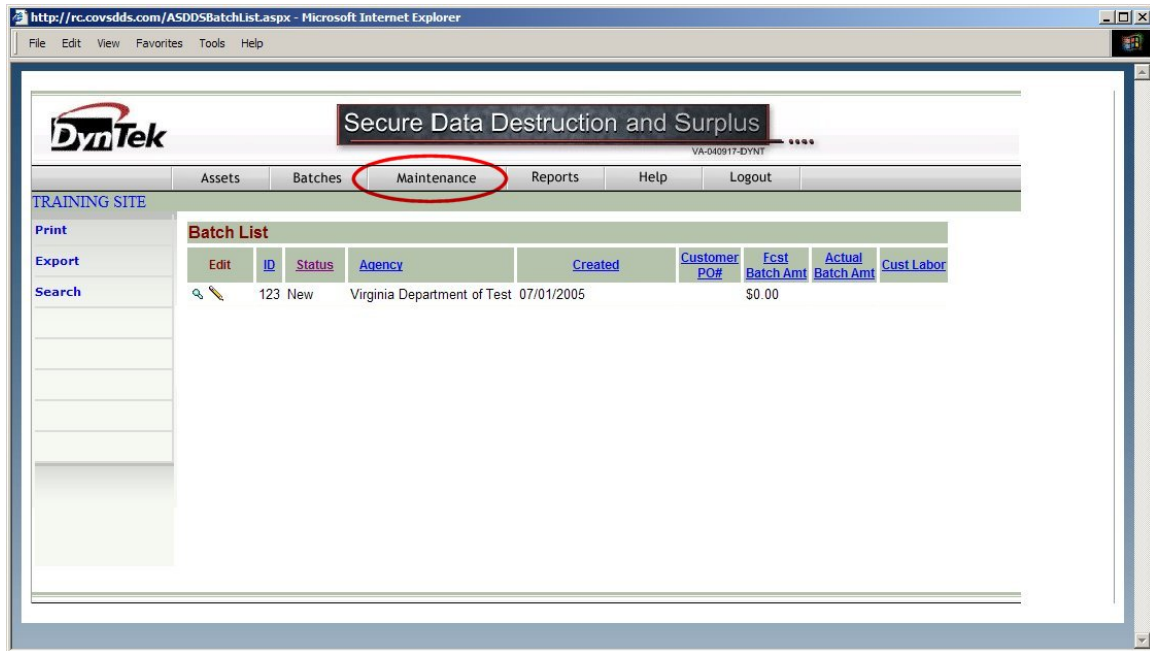
Maintenance Page
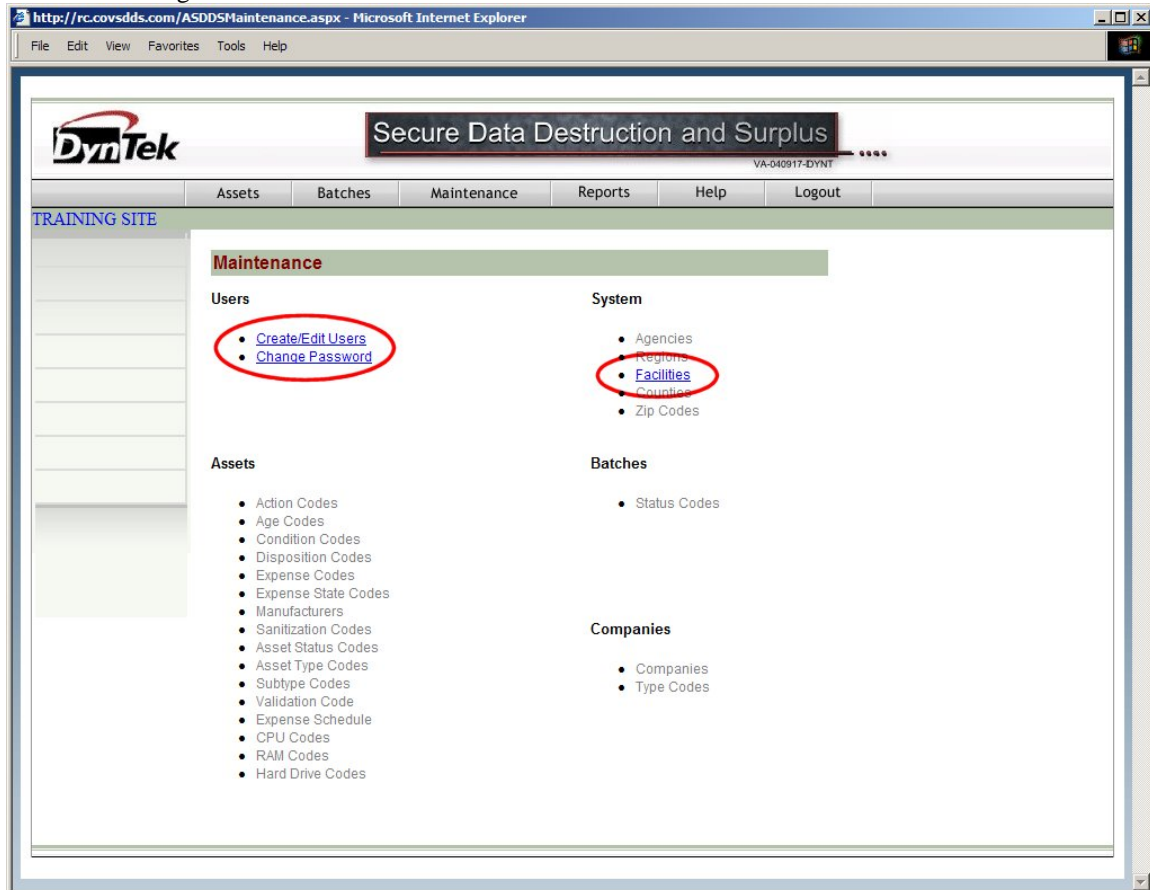
User Types and Functions

AA   Facilities – Can create/modify an organizations regional location

AA   Create/Edit Users – Can create RA or M

RA   Create/Edit Users – Can create M

AA   Can change own password

RA   Can change own password

M   Can change own password

Tip   Options that are grayed out are not available.

2   **30%**   **AA**   **- Creating your 1st Facility -**

Click on the "Facilities" link. You will go to the Facility list summary page.
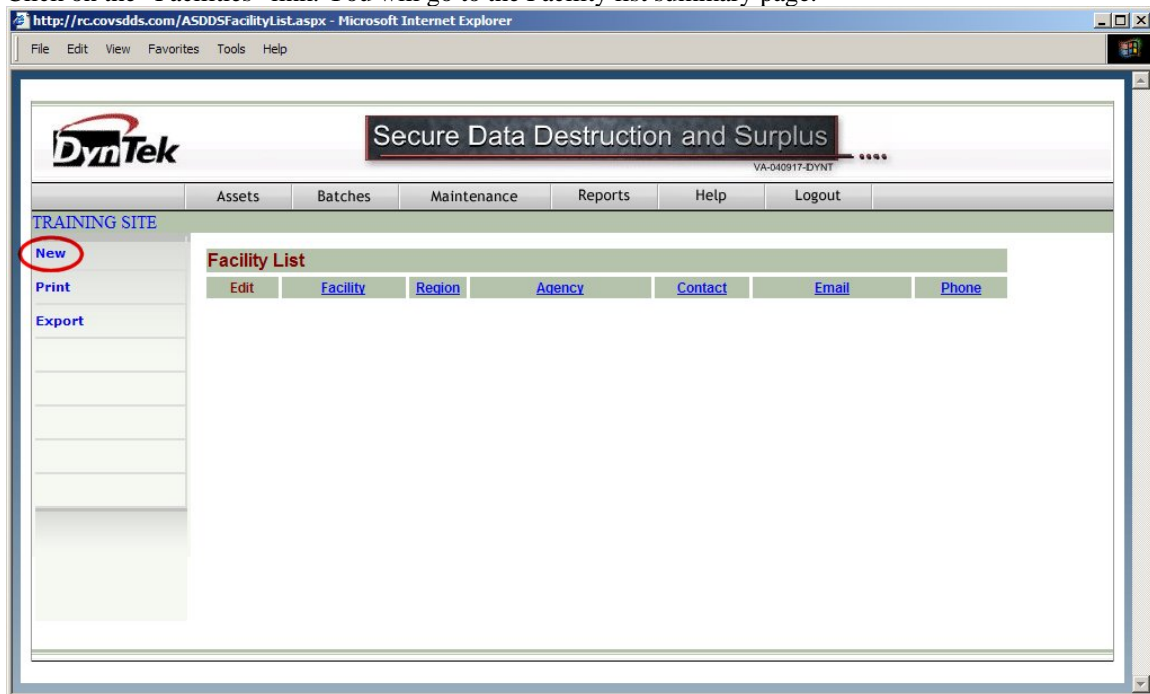
To create your first facility, click on "New"

Add Facility Page

After you have clicked "New", the next page will display a form. Fill out the form with all the details of the facility you want to register.

- Facility Name – Actual name of the office where the collection will occur
- Contact Name – Assigned RA to this facility/region
- Agency – Will only display your organization. Cannot be modified.
- Region – Region is allocated by the system after the Zip Code is entered.
- Contact Email – Email address of the assigned RA
- Address 1 - Physical address of the facility
- Address 2 - Use only if needed
- State – Defaults to VA. Out of state surplus is by special arrangement only.
- Zip – IMPORTANT. Every Virginia Zip Code is listed here. You must choose the right Zip code for the facility. Confirmation of the city for that Zip Code will appear in the "City" field after the Zip code is chosen. If the city is incorrect, choose the correct Zip code. DynTek creates its collection schedule based on Zip and Region registration. Incorrect listings will cause delays and possibly additional fees.

Once you are satisfied that your facility is correct, click "save".

Facility List Summary Page

The facility list now shows the new facility you created. You will still have the ability to view and make changes to the facility by using these icons in the "Edit" field of the facility list. Any other facilities you create will also be listed.

Tip   Try to have the facility list planned before registering facilities in SDDS so that the creation procedure can be done in one go.

Icon Function in Edit Field (Universal to the SDDS system)

🔍   Views a summary of the information entered. Information cannot be modified

✏   Views a summary of the information entered and gives the person the ability to modify that information, if the user security level allows modifications.

✕   Deletes the entry. Note: An entry cannot be deleted after an item is either registered and attached to a facility or is a component of a closed batch.

- **Creating Region Administrators and Members -**

Now you have the facilities created, the next step is to create the Region Administrators (RA) and Members (M). As mentioned earlier, larger organizations may want to delegate the creation of Members to the Region Administrators. For this training manual we will create RA's for both facility locations and then an RA will create a member. The Agency Administrator can add/modify or delete any account in the system. The RA can add/modify or delete any Member. The Member cannot change any user information.

- Login to SDDS as the Agency Administrator
- Click "Maintenance"
- Click "Create/Edit Users"

User List Page
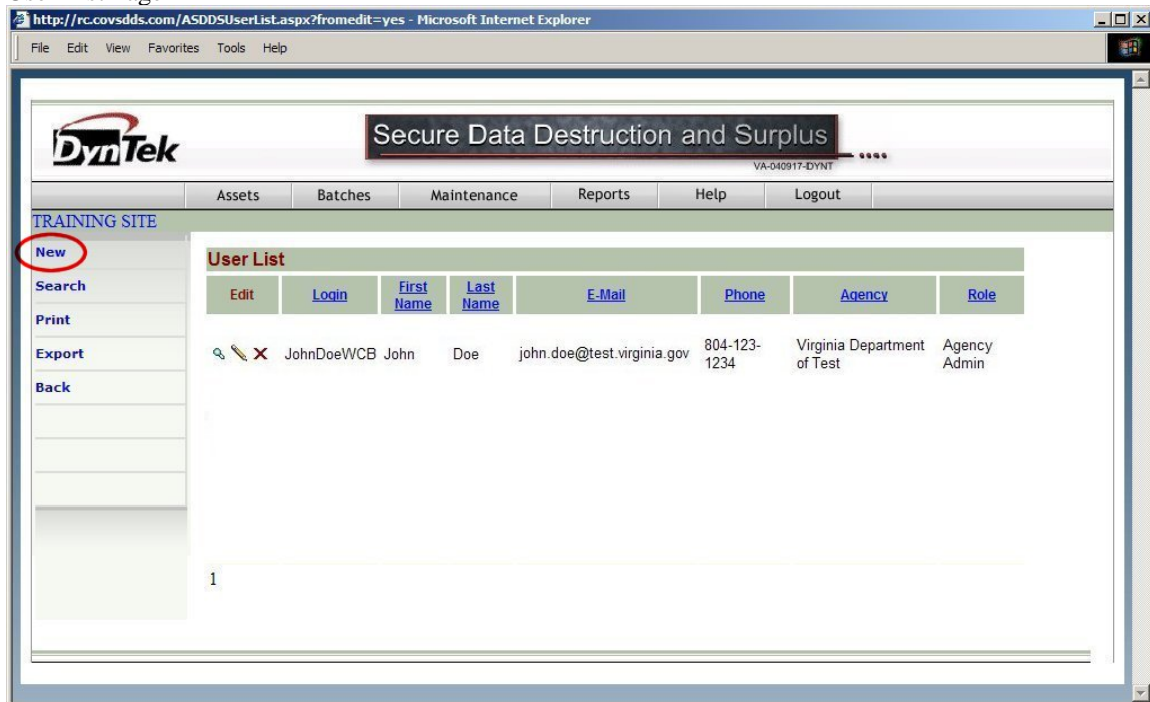
In the User List Page, there will already be one user created. This is the Agency Administrator account that was created by the system when your request for delegation of authority to surplus by DGS was approved. Now you want to create a new RA account.

- Click on the "New" link on the left

Add User Page

The add user page lets you create the users that will assist you with your SDDS project. All fields must be filled out correctly. The address and Zip of the RA must correspond to a facility or region that he/she will be responsible for. This will let the SDDS system recognize automatically which region the RA can manage. Once you have entered the information needed, click "Save"

Updated User List Page

David Smith is now created as the Regional Administrator for Region 2 which is where Headquarters is located. David Smith can administer any other facilities created within Region 2.

Account creation notification

SDDS User Account Created
RC@covsdds.com [RC@covsdds.com]
To:
Cc:

SDDS Application Account Information

David Smith

An SDDS Account has been created for you.

Your username is dsmith and password is vadeptest

David Smith will receive an email notifying that an SDDS account has been created.

The AA will continue to create RA's for each region until all facilities and regions are covered.

Tip   There can be multiple RA's for each region. However, if the same person is to be an RA for more than one region, they must have an additional user account created to reflect the additional regions they will cover.

2 60% AA RA

You are now ready to create members.

Tip   Remember that an RA can only create members for their own region.

- Go to https://www.covsdds.com
- Login with your username and password
- Go to the maintenance page
- Choose "Create/Edit users"
- We will create a member for Headquarters in Region 2
- Once you have entered all the information, click "save"

A Members registration will be different from a Region Administrators registration page. The "Facility" option will only show the facilities assigned to each Region Administrator if the Region Administrator is creating a Member. The "Role" option will only show Member for the Region Administrator. For the Agency Administrator, all facilities and roles are available.

The Member will receive an email that tells them that an account has been created for them. The member can then begin the process of device registration for surplus. Please refer to the device registration document for guidance on the correct registration of surplus equipment.

The AA and RA can now continue to register as many people as needed to successfully work in the SDDS system.

- Password Management -

Once the RA or M receives notification that they have been assigned an SDDS account they must login into the SDDS system and customize their password for security purposes. This also applies to Agency Administrators and Members

- Go to https://www.covsdds.com
- Enter the username and password given in the Email notification
- At the next page, click "Maintenance"
- In the Maintenance page choose "Change Password"
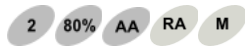
IMPORTANT

VITA Security standards require you to have a minimum 8 character alphanumeric password.

Examples:
Password: 12345678 – Wrong
                 abcdefghi – Wrong
                 abcd1234 – Wrong
                 Qh2U57Cb – Correct Format Example

- Enter in the password given by email in the first field.
- Type in the new password in the second field
- Retype the new password in the third field
- Click "Save" when you are finished
- Click "Logout" to go back to the SDDS homepage
- Enter your username and new password to go back into the SDDS system.

Forgotten passwords

If you forget your password go to https://www.covsdds.com

Click on "Forgot your password?"

Type in your username and your email address for the system to verify you. If the system finds your account, you will receive an email with a new password. Login to SDDS with the new password and follow the steps in the previous section to change the password to a more personal one.

2 90%

- Summary -

Responsibility	Milestone	SDDS Location	Output
AA	Create Facilities	Login, Maintenance, Facilities	SDDS Locations Identified
AA	Create RA's	Login, Maintenance, Create/Edit Users	Regional Administrators
AA RA	Create Members	Login, Maintenance, Create/ Edit Users	Members

Phase Complete !